

WHAT IS CLAIMED IS

- 1 1. A method of assessing the urgency of an incoming communication from an
2 originator to a recipient implemented by a computer, said method
3 comprising,
4 maintaining a log of past incoming communications for said recipient, and
5 upon receipt of said incoming communication, examining said log and
6 based on previous communications from said originator, assessing said
7 urgency.
- 1 2. The method of claim 1, wherein said incoming communication comprises
2 one of a facsimile transmission, an e-mail, a multi-media communication,
3 an attempted telephone call, and a voice mail message.
- 1 3. The method of claim 1, wherein said examining comprises determining an
2 interval since a last communication from said originator.
- 1 4. The method of claim 1, wherein said examining comprises assessing a
2 duration since any of said originator's communications have been
3 answered or returned.
- 1 5. The method of claim 1, wherein said assessing comprises calculating a
2 numerical indicator of urgency including a number of received prior
3 incoming communications from said originator in a time interval prior to
4 receipt of said incoming communication.
- 1 6. The method of claim 5, further comprising, in response to calculating an
2 indicator having a value above a threshold, identifying said incoming
3 communication as urgent to said recipient.
- 1 7. The method of claim 6, wherein said incoming communication comprises
2 an electronic mail message, and said identifying comprises modifying said
3 electronic mail message to identify it as urgent.

- 1 8. The method of claim 6, wherein said identifying comprises notifying a
2 device associated with said recipient of said incoming communication.
- 1 9. The method of claim 1, wherein said maintaining comprises recording a
2 type of each of said past incoming communications.
- 1 10. The method of claim 9, wherein said log stores a time of each of said past
2 communications.
- 1 11. The method of claim 10, further comprising maintaining records of
2 outgoing communications by said user.
- 1 12. A computing device, comprising
2 a processor;
3 computer readable memory in communication with said processor and
4 storing application software adapting said processor, upon receipt of an
5 incoming communication from an originator to a user to:
6 examine a log reflecting past incoming communications for said user to
7 assess an urgency of said incoming communication, based on past
8 communications from said originator.
- 1 13. The computing device of claim 12, wherein said log stores a time of each
2 of said past communications.
- 1 14. The computing device of claim 13, wherein said log stores an indicator of a
2 communications type for each of said past communications.
- 1 15. Computer readable medium, storing processor executable instructions,
2 that when loaded at a computing device having access to a log of past
3 incoming communications for a user, adapt said computing device to
4 examine said log to assess an urgency of a current incoming
5 communication from an originator to said user, based on past incoming
6 communications from said originator.